



©

STEM TO STERN

The Monthly Newsletter of the
North Carolina State Ports Authority

Morehead City Bulk Handling has big year

The seven workers of the Bulk Handling department at the Port of Morehead City move a lot of product every year.

"In 2003, our main customer, PCS Phosphate of Aurora, exported 915,213 tons of phosphate fertilizer products from the Port," said Bulk Handling Supervisor Paul Rickman.

Manufacturing takes place at PCS's facility in Aurora. The department also handles the import of materials for PCS, with 880,142 tons unloaded.

Barges carry materials from the Port to Aurora on the Atlantic Intracoastal Waterway, and bring the finished product back for export - by ship, barge and even rail.

Two A-frame buildings at the Port have a capacity of 65,000 tons each. Conveyors bring the fertilizer into the A-frame as it is unloaded from a barge or railcar. A bucket-wheel machine collects and returns it by a conveyor system to a shiploader on the dock with a 3,000-ton hourly capacity.

"We only have seven permanent workers, but the General Cargo department also provides workers as we need them," Mr. Rickman said. "We'll use as many as 10 of them when we're working more than one ship at a time."

The department shrank significantly in late 2001 when the world fertilizer market tightened. From a high of 23, the number of workers shrank to as few as five.



Photo by Susan Clizbe

Harry Brown of the Bulk Handling department at the Port of Morehead City lubricates the workings of the bucket wheel inside one of the Port's two A-frame structures. The structures hold fertilizer products (visible in the foreground) for PCS Phosphate. The bucket wheel, a giant machine inside the A-frame, collects the product and sends it to the shiploader on the docks.

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Moving forward is Job One on the Ports agenda



Tom Eagar
Interim CEO

Building on what we have in place, the State Ports Authority is moving forward in many areas: new business, new budget, legislative agenda, and new initiatives with our partners.

Our Business Development people have called on virtually every major global shipping company. They have traveled to see current and prospective customers in Asia, Europe and South America. They found new customers for our container lines in Wilmington and new companies to import rubber through Morehead City.

The Finance team continues work on the Fiscal 2005 budget, and department budget reviews are under way. Our budget requests use a zero-based methodology with complete itemization of underlying expenditures. The proposed FY 05 budget will be presented at the June Board of Directors meeting.

For the 2004 session of the North Carolina General Assembly, which began May 10 in Raleigh, our legislative agenda as approved by the Board seeks restoration of the Authority's eligibility for funding from the State's Repairs and Renovations fund. Although the Authority has historically been eligible for Repair and Renovation (R&R) funds, we haven't received R&R money since 1999 because of the State's fiscal crisis. Our total request for FY 05 R&R Funding is \$6.5 million for four major repair and renovation projects. These projects are essential to operations at our Ports - see the details on Page 3.

Beyond support for these four key projects in the current legislative session, our Board has also set several other legislative priorities, at both the State and Federal levels:

- Permanent allocation of state funds for capital projects at the Ports, based on a percentage of the Authority's annual operating budget

- Federal funding for another important water resource - the Atlantic Intracoastal Waterway

- Federal grants for key transportation corridors at Morehead City and Wilmington

- Port security enhancements - as required by Federal regulation - through additional Transportation Security Administration grants.

Our success in these efforts depends upon support from our partners and stakeholders, and we continue to work to earn that.

The N.C. Economic Development Board held its quarterly meeting in Wilmington April 27, and the Ports Authority joined with local business and political leaders to host members on a tour of the Port, making sure they understand the new 42-foot channel's potential for statewide economic benefits.

A few days later, I spoke to the Morehead City Port Committee's May meeting. Its members have made State funding for the development of Radio Island their priority. The Ports Authority Board of Directors will consider a resolution supporting this initiative at the May meeting, and we are working to secure the Morehead City Ports Committee's support for the Authority's legislative agenda at the same time.

As I told these stakeholders, our challenge is not only to develop Radio Island, but also to grow our business at the Port of Morehead City, by communicating with one another, speaking with one voice, and functioning as one team, with one goal. Indeed, this is the challenge we face in each and every one of our endeavors, and one that I am confident we can meet.

Our challenge is not only to develop Radio Island, but also to grow our business at the Port of Morehead City, by communicating with one another, speaking with one voice, and functioning as one team, with one goal.

Ports Authority Lists 2004 Legislative Priorities

As the 2004 Short Session of the North Carolina General Assembly gets under way in Raleigh, the Ports Authority has developed a short list of key priorities for funding.

PORT OF MOREHEAD CITY \$1.3 million

Repair T-Head Dock on Radio Island
The Authority must maintain this important part of the infrastructure – the only option to meet the cargo needs of the major customer on Radio Island *and* a key part of development plans for this exceptionally valuable property.

Arendell Street Rail and Paving Project
Arendell Street is the main artery for both vehicular and rail traffic into the Port. Repairs to key infrastructure are essential to ensure secure, safe and efficient movement of cargo.

PORT OF WILMINGTON \$5.2 million

Rehabilitate Crane Rail
The current 32-foot gauge crane rail at the port is obsolete. Further, the rail is now in danger of imminent failure – with new parts unavailable. A failure of the crane rail would essentially cut the docks in half, severely restricting operations.

Repair Deck Surface at Berths 8 & 9
Rehabilitation is needed to repair distressed areas and provide a uniform and safe work area. Fully loaded trucks, top-lifts and equipment are not able to safely maneuver at Berth 8, which accommodates several of the Port's major commodities. It is also a staging area for military equipment.

Why should Legislators support the Ports?

The Ports play a vital part in the statewide economy.

Activities at the Ports of Morehead City and Wilmington, and the two inland terminals, support more than 48,000 jobs statewide, and create \$29 million in state and local tax revenue. The greatest impact of these benefits is felt in the Piedmont area – not only on the coast.

The Ports bring business into North Carolina – and open the world's markets to North Carolina businesses and consumers.

A multiyear investment by the State and Federal governments added four feet to the navigational channel at the Port of Wilmington – deeper water to allow more and larger ships to serve our customers better, and – more importantly – attract new customers.

The Ports play a key role in Base Realignment and Closure efforts.

Both Wilmington and Morehead City are designated strategic ports by the Department of Defense – **two of only 14 in the country**. As the BRAC process continues, this could be very significant in helping North Carolina keep its military bases.

It multiplies investments already made by the Ports.

Since 1995, the Ports Authority has invested more than \$100 million – the largest capital-improvement program in its history – aggressively competing with other ports to bring more business into North Carolina. The bulk of the funds come from fees generated by the Authority.

Suggestion column is first suggestion

by Rick Koch
Human Resources Director

In April, we announced the return of the Suggestion Boxes. The response has been great - we have received quite a few comments, questions and suggestions. One was that we use *Stem to Stern* to share suggestions and their status or results - not just with the person making the suggestion, but for the benefit of anyone who may have noticed or wondered the same thing. You're reading the outcome of that suggestion, and we'll publish a selection each month.

Not every suggestion will be published, and they will be edited for publication and to protect privacy. For this first month, we don't have any to share from Morehead City, but it's just a coincidence - issues there will receive the same priority as in Wilmington, and we will publish them on the same basis.

Wilmington: Vending machines are too expensive

As you may not know, state law gives priority for our vending machine contracts to the Services for the Blind of the N.C. Department of Health and Human Services, which receives a portion of the proceeds from all our machines. They then contract with vendors. Our contract recently changed to a local company, Front Street

Office Coffee. More machines have been added around the port and Front Street Office Coffee checks twice a week to ensure we are stocked with plenty of snacks and beverages.

Wilmington: Checkers should put more emphasis on having fresh water on their carts.

Each crew has the opportunity to carry a water cooler and ice to be used throughout the day while working in the yard and warehouses. Everyone is encouraged to help ensure these supplies are maintained and fresh. During the summer, Gatorade coolers are also available. Foremen and supervisors have been asked to pay closer attention to this issue.

Wilmington: Please let us use our new break room in W5. We don't need a handicap ramp

Unfortunately, this is a case of good intentions gone slightly astray. Construction began on the area without plans approved by our engineering department or the State Department of Insurance, which oversees construction projects on state property. It's frustrating that it was almost finished before work was stopped for this reason. At the same time, we must follow fire and building codes, including the accessibility requirements of the Americans with Disabilities Act. The good news is that we expect DOI approval soon, and we can then open the break

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MAY 2004

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Volunteers spruce up landscaping at Wilmington Maritime Building

A group of volunteers from several departments spent the better part of two weekends reworking the landscaping around Wilmington's Maritime Building.

"Renovations inside and outside the building are nearly finished, but the old landscaping was still in place, and sorely in need of some work," said Carol King, senior technician in the Engineering department.

So Ms. King put together a planting plan and recruited volunteers to help do the work. Nearly 2,000 plants, 15 cubic yards of cypress mulch and three cubic yards of good topsoil were delivered to the building in mid-April, and the work began.

"Jeff Flack, Layton Bedsole, Debbie Anderson, Michael Anderson, Heather Pirtle, Cris Mowrey and I worked a good nine hours the first day, April 17," she said. They removed old juniper and some boxwoods and grass with a backhoe, cleaned out the beds on the front and south porch planters, edged the outline of new beds out front and dug holes for the new crape myrtles.

On April 24, Donna Wilson, Cris Mowrey, Layton Bedsole, Heather Pirtle, Jeff Flack, Debbie Anderson, Michael Anderson and Ms. King



Photo by Jeff Flack

Volunteers plant shrubs around the driveway at the Wilmington Maritime Building

worked another full day, removing the hawthorns from the front porch, and planted, mulched and watered the beds in the front and side porches.

"The Port saved around \$4,000 by allowing us to do this as a volunteer project," Ms. King said. "More importantly, we got it done now, rather than spending months longer getting ready."

Suggestion Box

Continued from page 4

room for your use. Special thanks to the Wilmington Maintenance Team for their fine work in making this project successful and highly desired.

Wilmington: Pavement repairs are needed outside W3 loading door and where the trucks are loaded.

We have scheduled paving over the marl at the loading dock door to be completed within a

month using in-house resources. It is unclear exactly where the area described as "where trucks are loaded" is. Additional research will be conducted to identify the worst areas needing repair and when feasible repairs will be made.

Wilmington: Ventilation fans are needed in the men's restroom at T7.

Maintenance discovered that the fan belt was missing on the T7 dock office tower exhaust fan. The motor was running, but no air was being circulated. The belt was replaced April 14 and it's now running fine!

Lumber at Wilmington breaks records

The Port of Wilmington continued breaking lumber records in May. On May 6, the Gear-bulk ship, *Canelo Arrow*, discharged 5 million board feet of lumber from Sweden - and two other lumber ships worked as well, the first time three ships have discharged lumber the same day.

The B&N Nordsjöfrakt AB vessel *Weston* discharged 2.9 million feet of lumber and 1,118 tons of oriented-strand board, and the *Star Ikebana* 2.3 million board feet.

A single-day, lumber-truck-loading record was set May 13, with 101 trucks loaded. The previous record of 94 was set April 12

WFI Sales Inc., a major lumber customer at the Port of Wilmington, brought a group of its customers to tour the Port May 14. WFI supplies lumber to outlets in the Carolinas including Lowes and Home Depot.

Among the guests was Christer Johansson, chairman of WFI supplier Vida Group AB of Swe-

den. Vida sawmills process 1.6 million square meters of logs a year, the equivalent of 180 trucks and trailers every day.



Photo by Susan Clizbe

Kenny Woodard, president of WFI Sales Inc., (from left) poses with Christer Johansson, chairman of the Vida Group, and Steve Haynes of Business Development - and Vida lumber - in a Port of Wilmington warehouse.



Photo by Susan Pridgen

The M/S *Weston* (from left), M/S *Star Ikebana* and M/V *Canelo Arrow* discharge lumber at the Port of Wilmington May 6 - the first time three lumber ships have worked at the port the same day.

Jones, Herron get new roles within Ports Authority

Two Morehead City employees have been promoted to new positions.

Jim Herron, formerly Organizational Development Specialist in the Human Resources department based in Morehead City, is now the Market Support Supervisor in Business Development. The position is a new one, based in Wilmington.

Robert Jones Jr., formerly a police sergeant at the Port of Morehead City, is now the Port's police lieutenant. He replaces Lt. Wes Collins, who retired in April.

Mr. Herron has been with the Ports Authority since 1996 as a utility worker and electrician, and moved to the HR position in 2001. He has also worked as a sales manager for Combined Insurance Co. and was an infantry platoon sergeant and recruiter in the U.S. Marine Corps.

Lt. Jones joined the Port Police in January 2003. He had been chief of police in Aurora, his hometown, for seven years and was a Beaufort

County sheriff's deputy for two years. He earned his civilian law enforcement certification at Beaufort County Community College in 1992, after spending five years as an MP in the N.C. National Guard and three years on Army active duty.



Herron



Jones

Management University wraps up for the year

Some schedules change - check if you're registered

by Chris Newton
Organizational Development, Human Resources

As the fiscal year draws to a close, the Ports Authority's Management University is wrapping up for the year. Through April, Ports employees had received 2,014 hours of training in subjects from public speaking to project management. Planning is in progress for next year's courses, so watch these pages for an update in June.

Schedules and locations have changed for some of the remaining classes in May and June training:

- Change Management May 18, 1-5 p.m. – MOVED from CFCC to Port War Room
- Project Management beginning June 8 – CANCELED
- Business Writing beginning June 11 – MOVED from Port PC Lab to CFCC, Room 104

■ Problem Solving May 19 and May 26, 8 a.m.- 5 p.m. – CFCC room 102

■ Public Speaking June 9, 8 a.m.- 5 p.m. – Maritime Building Boardroom

■ Giving Recognition June 2, 8 a.m.-noon – Port War Room

In other training news, the Workplace Spanish class is being put together – there was a great deal of interest in the class and we're working to accommodate everyone.

Last chance PAD training for the year will be conducted on Thursday, May 27 and Friday, May 28 in the POW conference room, 9-10:30 am. Lori McKoy will train new hires and answer any questions about the PAD process.

Anyone with questions about Management University or other training issues can call me at 910-231-3630 or email Chris_Newton@NCports.com

SLT at Work: two years of progress reviewed

by Cris Mowrey
Strategic Planning Director

At its April meeting, the Strategic Leadership Team focused on a review of progress and results over the past two years.

The team exists for three reasons:

- to assure that long range plans and chronic problems are being addressed on a regularly scheduled basis
- to learn the collaborative skills, tools, and discipline required to bring about significant and lasting change
- to continue the process of shifting organizational culture.

As we examined the work we've done so far, we realized just how far we have come in two years.

The process of planned and facilitated meetings with cross-functional and multilevel team members has often seemed time-consuming and arduous. Employees have often worked on the brink of overload. But we are addressing long term and chronic problems; we are learning and

using collaborative skills, tools, and discipline; and we are shifting the organizational culture.

Currently, several ad hoc project teams are using planned meetings as a tool to work on some topics which are truly crucial to the Authority's future:

- integrating scanning technology into the General Cargo Tracking System
- considering new requirements and options for the Container Terminal Operating System
- implementing the \$7M worth of security projects funded by Federal TSA grants
- designing and implementing an employee recognition program
- recommending improvements to the employee pay process
- recommending actions to address employee workplace concerns.

Clearly, the SLT has fostered a process and results-oriented discipline which has permeated the organization. We may joke about having too many meetings, but now we go into those meetings expecting a planned agenda and clear responsibilities for results at the conclusion.



Photo by Susan Clizbe

DerbiGONE, finally

A demolition contractor's machine pounds away at concrete as the last of the former Derbigum building at the Port of Morehead City is taken down. Demolition on the building, in process since last summer, will be done soon.

There's other good facility news in Morehead City - repairs are nearly complete on the Port Operations Center offices closed since Hurricane Isabel's water damage. The building was inspected in early May, and the resulting punchlist of final fixes is expected to take no more than a couple of weeks.

Rainy weather dampens cruise ship's call at Port of Wilmington



Photos by Susan Clizbe

The Radisson *Seven Seas Navigator* docks at the Port of Wilmington, just behind the M/V *Resolve*, unloading military cargo from the Middle East.



The first brave passengers disembark from the *Navigator*, heading for tour buses.

The Radisson *Seven Seas Navigator*, a 560-foot cruise ship with 490 passengers and 324 crewmembers, called at the Port of Wilmington Sunday, May 2. Shore excursions allowed passengers to visit downtown Wilmington, Wrightsville Beach and the Airlie Arts Festival.

This port call represents a new trend in cruising – domestic cruises with short port calls along the U.S. coast. This was the first visit to Wilmington by a Radisson Seven Seas ship, and marked the midpoint in an itinerary from Fort Lauderdale, Fla., to New York.

The economic impact of cruise ships on a port city is significant: it's estimated that with a ship this size, passengers will spend more than \$75,000 during the port call. Research also shows that many first-time visitors who make a brief stop during a cruise port call return soon for vacations.

With cooperation from downtown merchants, nearly two dozen establishments in the Cotton Exchange, Chandler's Wharf, the Old City Market and along Front, Market and Water Streets which are not usually open on Sunday mornings were open to welcome the passengers and their business.

The weather didn't cooperate, however, with a steady, soaking rain almost the entire time the ship was docked. Many passengers opted out of the shore excursions.

Educational Assistance available to Ports employees

by Laura Crowell
Human Resources

What's the best way to get ahead at work, and advance your career? Be more valuable to your employer - and many times, the answer is more training. The N.C. State Ports Authority recognizes this and created the Educational Assistance Plan to encourage and reward employees who want to further their education.

All full-time Ports Authority employees are eligible to receive benefits from the EAP at any time after successful completion of their six-month probationary period. Employees can be reimbursed for registration, tuition, textbooks, lab fees and graduation fees.

Courses must be related to a degree, certificate or business skill that the Ports Authority can use, and offered by an accredited college, university, business school or other approved educational or vocational institutions in North Carolina. The employee's supervisor, manager and the director of Human Resources determine course and institution approval.

To apply for EAP, employees must complete an application and obtain the appropriate approvals before enrolling in the course.

After the course has been successfully completed, the grade report and all receipts or statements for the reimbursable fees and expenses are submitted to Human Resources. The level of

reimbursement is based directly upon the grade earned, with only C and above eligible.

Reimbursement payments for the covered expenses is made directly to the employee, not the institution. Reimbursements are capped at \$3,000 per year.

It is expected that courses will be taken outside employees' usual work day. However, managers may accommodate employee with a flexible work schedule if the needs of the Authority are met and the 40-hour workweek is maintained.

NCSPA Educational Assistance Plan

Reimbursement Eligibility

- ö Full-time Ports Authority employees
- ö Registration, tuition, textbooks, lab and graduation fees
- ö Courses must be related to a degree, certificate or business skill that the Ports Authority can use.

Reimbursable Grades

- A - 100%
- B or Pass - 90%
- C - 75%



Participants in an April 29 exporting workshop pause during a tour of the Port of Wilmington. The workshop titled 'Get Going Exporting' was hosted by the Ports Authority and presented as a collaborative effort by the U.S. Department of Commerce's Charleston Export Assistance Center and the Small Business Administration. Tom Eagar, interim CEO of the Ports Authority, welcomed the group and Sarah Gaillard, director of container logistics in the Business Development department, was one of the presenters. Other sessions introduced banking, freight forwarding and packing issues for new exporters.

Ming North makes inaugural call at Port of Wilmington



Photo by Susan Pridgen

Port of Wilmington cranes work Yang Ming Line's *Ming North* during her first call at the Port April 27. Wilmington's weekly service to Asia, provided by the CKYH consortium which includes Yang Ming, has been upgraded to larger vessels like *North* and her sister ships *Ming East* and *Ming West*. Larger vessels mean more capacity, and this ship also brought the first load for a customer expected to bring 35 containers weekly across the docks at Wilmington. The new service cuts three to five days off the schedule, and moves Wilmington calls from Wednesday to Tuesday.



Robert Stoltz (second from left), Chairman of the North Carolina Economic Development Board, joins Ports Authority Board Vice Chair Louise McColl, Chair Dick Futrell and CEO Tom Eagar during a tour of the Port of Wilmington. The Authority hosted a reception for the Economic Development Board during its April meeting in Wilmington. Mr. Eagar briefed the Board on developments at both Ports.

Photo by Susan Clizbe

May Birthdays

Morehead City

Roger Wells- Crane
Williams Wells- Crane

Corporate

Bill Bennett- Engineering
Ed Church- Business Development

Wilmington

Bernie Blake- Operations
Joan Bondurant- Operations
Kenny DeBose- Equipment Maintenance
Alliene Gause- Police Department
Bennie Johnson- Cargo Handling
Peggy Jackson- Supply
Lori McKoy- Human Resources
John Powell- Equipment Maintenance
Jackie Russ- Containers
Jonesia Smith- Police Department
Leroy Shavers- Maintenance
Clarence Williams- Maintenance

Service Awards

Morehead City

James Jones - Cargo Handling
Operations, MHC 25 Years
Perri Tosto - Crane Operations, MHC
25 Years

Wilmington

John Tyson - Containers, 10 Year
Kenny Platt - Maintenance, 30 Years

Corporate

Linda Wright- Public Affairs, 5 years

Promotions

Morehead City

William Abreu - Cargo Specialist
Dennis Davis - Cargo Specialist
Lindberg Frazier - Cargo Handling Foreman
Robert Lewis - Cargo Specialist
Ronald McLamb - Cargo Specialist
James Wells - Cargo Specialist

Corporate

Chris Newton - Organizational Development
Specialist

New Hire

Wilmington

Fred McLean- Maintenance Mechanic III



Photo by Karen Fox

Dick Futrell (right) Chairman of the N.C. State Ports Authority Board of Directors, presents a plaque to Jerrel J. Freeman at the March Board meeting in Charlotte. Mr. Freeman, who retired March 31, was recognized for his more than 10 years of service as the Authority's chief engineer.

Morehead City Makos win 4th straight Ports softball crown



Morehead City Makos

Front, from left: Rex Edwards, Berling Pritchard, Durwood Garner (coach), Don Cordova, Tim Wilson *Rear:* Charles Thomas, Chino Abreu, Rhonda Wright, Paul Rickman, Shane Nelson, Wardell Johnson, and Leo James.



Wilmington Gators

Front, from left: Debbie Anderson, Jim Herron, Chris Newton, Dennis Parker *Rear:* Ray Bannerman (coach), Michelle Bennett, Bobby Jernigan, Ron Ardecki, Jean Speight, Jeff Silance, Rick Hicks, Clarence Williams, Layton Bedsole, Ralph Walker, Rodney Beatty and Kenny DeBose.

The Port of Morehead City's Makos took the trophy home again after defeating the Port of Wilmington's Gators May 18th.

The Makos won 17 to 12, but not without a good fight from Wilmington. Fun was had by all - thanks to the great weather, high employee participation, and delicious barbecue.

Team Captains: Durwood Garner and Ray Bannerman coordinated the game and Laura Crowell in Human Resources put the event together - including a great meal for hungry ball players and their fans.



Photos by Laura Crowell

Ports Authority CEO Tom Eagar presents Morehead City Makos winning coach Durwood Garner with the Authority softball trophy for the fourth straight year May 18, after the Makos defeated Wilmington's Gators 17-12.

Wilmington Athletic Club extends corporate membership to NCSPA

The Wilmington Athletic Club has extended its corporate membership rate to N.C. State Ports Authority employees. Enrollment fees are waived for employees and immediate family members, with monthly dues beginning at \$49.

The club is open Monday-Thursday 5:30 a.m. - 9 p.m., Friday 5:30 a.m.- 8 p.m. and Saturday & Sunday 8 a.m.- 6 p.m.

Enjoy aerobic classes, aquatic classes, basketball court, free weights, golf fitness, indoor cycling, kickboxing, outdoor swimming pool, pilates, racquetball, treadmills, volleyball, yoga, steam rooms, saunas and massage therapy.

Call Charlie Hauser, WAC general manager, at 343-5950 with any questions.



Photo Courtesy Wilmington Athletic Club

Wilmington Athletic Club General Manager Charlie Hauser and Yoga Instructor Colleen Edgerton lead a partners yoga class at WAC.

Use your suggestion program!

Wilmington Suggestion Boxes

- Containers Parking Lot
- Heavy Equipment Garage
- M-4 / Maintenance Garage
- Maritime Building Parking Lot
- North Gate (near scale house)
- POW Building Parking Lot
- T-7 Break Room

Address email suggestions to
suggestions@ncports.com

Morehead City Suggestion Boxes

- Cargo Handling Break Room
- Maritime Bldg. (downstairs stairwell)
- POC Building (between crane & maintenance shop)

Mail suggestions to:

Suggestion Box
N.C. State Ports Authority,
PO Box 9002
Wilmington, NC 28402